

Customer Service

**For More
EBT
Information
Call
1-888-328-2666
(1-888-EBT-CONN)
24 hours a day/
7 days a week**



State of Connecticut
Department of Social Services

Keep this booklet in a safe place.

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Electronic **B**enefit **T**ransfer

How To Use Your EBT Card

STATE OF CONNECTICUT DEPARTMENT OF SOCIAL SERVICES			
CONNECT CARD			
ISSUER 600 890	CLIENT NUMBER 001234867	SUF 00	CD 0
CLIENT NAME JOHN Q PUBLIC			
ISSUE DATE 08 12 1996			

To Get Your Food Stamp and/or Cash Benefits



Welcome to EBT!

Your food stamp benefits  and/or cash assistance benefits  are kept in special accounts for you until you want to use them. This brochure tells you how.

How to Use Your Card at the Store



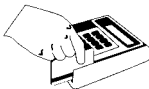
To Buy Food and Other Items



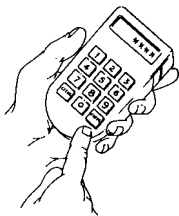
1. Before you shop, check your last receipt to find out how much money is in your account, or call **1-888-328-2666 (1-888-EBT-CONN)** for your balance.



2. Look for the Quest mark on the door or window of the store.



3. At check-out, your card is swiped.



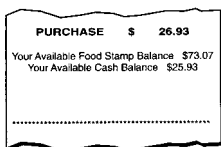
4. Enter your secret PIN on the number pad, then press **Enter**.
5. Tell the clerk how much money to enter or enter the amount yourself. Remember, you can only buy eligible food items with your food benefits.



6. Always check your receipt to make sure that the amount on the EBT receipt is the same as the grocery receipt.



To Get Cash at the Store



1. Get your balance by looking at your receipt or call **1-888-328-2666** (**1-888-EBT-CONN**).



2. Look for the Quest mark.

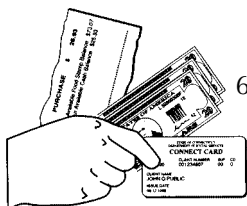


3. Your card is swiped at the check-out counter.



4. Enter your secret PIN on the number pad, then press **Enter**.

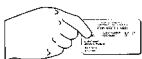
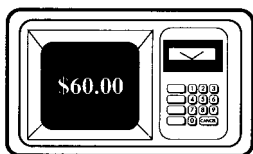
5. Tell the clerk how much money to enter or enter the amount yourself.



6. Check to make sure the amount on the receipt is the same as the cash you got.



How to Use Your EBT Card at a Cash Machine (ATM)



1. Always follow directions on the ATM.



2. Enter your secret **PIN**.



3. Press **Withdrawal**.



4. Press **Checking**.



5. Enter the dollar amount you want.



6. Take your cash from the machine.

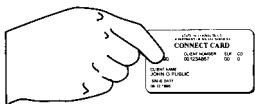
7. Wait for your card and receipt.



- Check the receipt to make sure it is the same as the amount you got.
- Do NOT count your money at the machine.
- Keep the receipt so you will know how much you have left in your account.

You will have 2 free cash withdrawals every month. Each extra use will cost you 85¢. This fee will be taken automatically out of your cash benefit account.

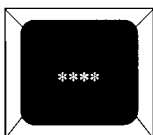
Safety First



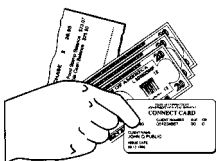
- Have your card ready.



- Choose a well lit ATM in a place where you feel safe.



- Never let anyone see you enter your secret PIN.



- Put your cash, card and receipt away quickly.

How to Take Care of Your EBT Card

- Keep your card in a safe place when you are not using it.
- Never write your secret PIN on your card.
- Do not damage or bend your card.
- Do not write on or scratch the black stripe on the back of your card.
- Do not put your card near magnets, TVs, stereos, VCRs, or even the magnetic clasp on a purse.

Where to Use Your Card

You can use your card to get your benefits where you see this mark:



**ACCEPT BOTH
FOOD STAMP
AND CASH
ASSISTANCE
BENEFITS**



**ACCEPT FOOD
STAMP BENEFITS
ONLY**



**ACCEPT CASH
ASSISTANCE
BENEFITS ONLY**

Where to Use Your Card

Benefit Availability

- In Connecticut the delivery of Food and Cash benefits is staggered over the first three (3) days of each month, even if these days fall on a Saturday, Sunday or holiday. You will receive all your benefits on the same day as you currently receive them.

S	M	T	W	TH	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

S	M	T	W	TH	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

- If you do not use any of your benefits for a three (3) month period, you will not be able to use your benefits until you contact your worker to verify your eligibility.
- If you do not use any of your benefits for a nine (9) month period, we will take these benefits back.
- If you are currently receiving your cash benefits by Direct Deposit, you may continue to do so. You will be required to use your EBT card to access your Food Stamp account only.
- Deaf and hearing impaired individuals may use a TDD/TTY by calling 1-800-842-4524.
- Questions, concerns, complaints or requests for information in alternative formats must be directed to 1-800-842-1508, The Office of Public and Government Relations.

WARNING: Federal and state laws provide certain penalties for the misuse of an EBT card.

**What to Do if:
The System is Not Working or
The Store Does Not Have a Card Reader**

MANUAL VOUCHER	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	\$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Card Number	Amount
Print Cardholder Name	
Cardholder Signature	Date
Cardholder Verification Statement. Merchant Altered Voucher Warning Statement.	

The clerk may **fill out a manual voucher**, for food stamp purchases only.

This voucher will list:

- Your card number.
- The amount of your purchase.

After the clerk fills in the voucher, the clerk will call to see if you have enough benefits to buy the food. Before you sign, make sure the amount on the voucher is correct. If it is, sign the voucher, and you will be given a copy of the voucher. Keep this voucher so you can subtract this amount from your balance. This will give you the correct amount in your account.

It may take a few days for the amount to be subtracted from your account.

Your PIN



PIN stands for Personal Identification Number.

- Your secret PIN is your electronic signature. It is the key that unlocks your benefit accounts.
- To use your EBT card, you must enter your 4 number secret PIN into the machine.
- Keep your PIN a secret.
- Never write your secret PIN on your card.
- Never let anyone see you enter your secret PIN at a machine, even a store clerk.
- Never give anyone your card or secret PIN. If a person has your card and knows your secret PIN, they can use **ALL** of your benefits.
- If someone else uses your secret PIN and card, your **BENEFITS WILL NOT BE REPLACED.**

Words to Know



EBT (Electronic Benefit Transfer):

The way you will get your food benefits and/or cash benefits.



POS Machine (Point of Sale Machine):

This machine reads your EBT card so you can buy food with your food stamp benefits and other items with your cash benefits. This can also be called a **card reader** machine.



Cash Machine or ATM (Automated Teller Machine):

A machine found at banks and stores where you get your cash benefits.



PIN (Personal Identification Number):

This four number code must be used with your EBT card. It is very important to keep this code a secret.

When to Call Customer Service



1-888-328-2666
(1-888-EBT-CONN)

This is a free call.

Customer Service is open **24 hours a day, 7 days a week** to answer any questions you may have about how to get your benefits.

The customer service number is first answered by a computer. You will be asked questions to help direct your call.

Call to find out:

- Where you can use your card.
- Your food stamp account balance.
- Your cash account balance.



Call if:

- You have questions or problems using your EBT card or secret PIN.
- Your card is lost or stolen. You **must** report this immediately.
- Your card does not work.